

City of San Leandro
San Leandro Public Library – Manor Community Branch Library
Library Plan of Service - Section 20440 (d) (3)

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2. EXECUTIVE SUMMARY

To fulfill the goal of meeting the urban needs of the Manor Community Branch Library service area residents to the year 2020 and beyond, the new Manor Branch will include additional, appropriately-configured space; larger and more diverse collections; increased and more varied programming; and increased technological resources. Joint school-library projects will increase the types of programming available, enhance technology resources, and improve relevance for students, parents and families. This will allow the Library to fulfill its role as a *provider of superior community library resources to the City's residents*. The *Needs Assessment* and ongoing discussions among library and other city staff, consultants, school personnel and others provide the basis for the Plan of Service.

Space. To meet the current and future needs of the population growth in the service area, the Library will expand from 2,100 to 9,500 square feet of library and program space. To serve the increased number of patrons, parking spaces will increase from no dedicated parking spaces to 32 on-site parking spaces.

Inside the new library, all services will require adequate and properly configured space. Additional space will therefore be provided for more books and materials, tables, chairs, computers, and meeting facilities. A multi-purpose program room will accommodate a computer center, homework center and family literacy center. The Manor Branch will also offer space for a variety of other library programs, as well as for public meetings.

Collections. The Library will include both a popular materials section and a reference library, with an emphasis on serving the needs of seniors, casual readers and students. The Library will provide materials to assist K-6 students with homework and study assignments, including a collection of authorized textbooks from both the San Lorenzo Unified and the San Leandro School Districts. For help with tutoring and instructional activities, materials supporting English as a Second Language, literacy, life-long learning and different learning abilities (e.g. dyslexia, attention deficit disorder) will be available. Foreign language materials and electronic resources will also be made available.

Programs and Services. Library service hours are anticipated to be 58.5 per week. All program activities and services will be coordinated in the multi-purpose program/meeting room.

Homework Center. The Library will provide materials and formal support to assist students in grades K-6 with homework and study assignments. After-school activities for latchkey and at-risk students will include: tutoring and small group instruction; peer-mentoring; bilingual assistance; and student-paced learning.

Computer Center and eLearning Project. The Library will offer program space for the San Lorenzo School District's **eLearning Project** during after school, evening and weekend hours. The eLearning Project will use wireless connections from the Manor Branch to the San Lorenzo School District network. The Library will link to the San Leandro Unified School District when they are ready with their wireless program. In addition, the Library will provide a **computer center** with state-of-the-art technology. This center will include computer and technology training for school-age children and their families. The center will provide access to information on the internet and a wide variety of on-line and subscription databases.

Family Literacy Center. The center will provide program space for the San Lorenzo and San Leandro Unified School Districts' **Community Based English Tutoring (CBET)** program. Through CBET, parents will learn English and will be taught how to read to their children as a commitment toward learning English. In addition to providing space for CBET, the Center will be used for Project Literacy's *Families for Literacy* Program meant to break the cycle of illiteracy

from generation to generation. This Program includes family storytimes, arts and crafts, multi-cultural programming and free book distribution.

Pre-School Services and Summer Reading Programs. Story hours and weekly “lap sits” for infants and their parents or caregivers will be provided. Over 700 neighborhood children will be enrolled in a Summer Reading program.

Outreach and Collaboration. Collaboration with local businesses, nonprofits, and community organizations will reinforce the Library’s role as a civic gathering place. For example, each year the Library’s open house is co-sponsored with businesses, homeowners associations and schools. Community groups will also have access to the program room for meetings.

Multi-Cultural, Multi-Ethnic Programs. The Library will host or participate in neighborhood-based programs and activities celebrating the diversity of service area residents (such as Martin Luther King Day, Cinco de Mayo, etc.) These and other activities will enhance neighborhood cohesiveness and increase area residents’ opportunities for education, leisure and entertainment. The Library will offer outreach programs that will include educational enrichment, artistic exposure and diverse and multi-cultural themes.

Job and Volunteer Opportunities. Community youth will be provided with job opportunities working in the homework center. There will be many opportunities for youth and adults to volunteer as well.

Staff. Staffing will consist of: one Senior Branch Librarian, one Librarian, one Senior Library Assistant, three part-time Clerks, five Library Pages, one Homework Center Instructor, and five Homework Center Assistants. Community volunteers will support services and activities within the library.

How Services Correspond to Needs. The current Manor Branch is too small to serve the growing and increasingly diverse population in the neighborhood service area. Formerly a residential duplex, the facility was not designed as a library. It is aging and does not comply with Americans with Disabilities Act requirements. Crowded public areas and staff workspaces limit staff’s ability to deliver effective library services, materials and programs. The collections in the Library are insufficient to meet generally accepted standards of 3.4 volumes to every 1000 residents, and the types of collections are inadequate to support the different roles of the Library. Increased and improved collections are needed for formal education and reference support, independent learning and self-help. Critical collections resources are required to help children expand their imagination, develop motor and sensory skills, and promote reading readiness. For the non-English speaking population, materials such as citizenship, learning English, job resumes, and foreign language materials are needed.

Community program needs are in great demand. Residents in the service area cannot afford to take their families to cultural and artistic events, have private tutoring, own computers or assist their own children with school assignments. The homework center will fill a strong need vocalized by students, parents, teachers and school administrators. No school library in the Manor Branch Library service area is open after school hours, evenings or weekends. There is no geographically convenient CBET program. Residents are being asked to go to a neighboring City (Hayward) and transportation and childcare issues have been a hindrance. Technology needs include a shortage of technology, available computers, and inadequate data/electrical cabling.

With the increased space, collections, seating, program room, staffing, hours, and programs anticipated at the new, expanded Manor Community Branch Library, the needs of the community will be addressed. The enhanced programming described in this Plan of Service will meet the above-mentioned service needs of residents.

3. LIBRARY AND PUBLIC SCHOOLS MISSION STATEMENTS

San Leandro Public Library Mission Statement

We, the employees of the San Leandro Public Library, are dedicated and committed to serving the citizens of this community. We strive at all times to achieve the highest professional standards, to communicate a vision of the future, and to enhance the quality of life for every citizen. We strive to meet the library information, education, literary, and leisure needs of every community resident.

San Lorenzo Unified School District Mission Statement

The mission of San Lorenzo Unified School District is to work together with parents and the community to develop critical and creative thinkers, who are knowledgeable, responsible, caring participants who contribute to a changing world.

San Leandro Unified School District Mission Statement

The mission of the San Leandro Unified School District is to educate students to achieve and demonstrate academic excellence and become confident, collaborative, and competitive in a global society, by utilizing state-of-the-art technologies and innovative teaching strategies within a well-maintained, secure learning environment, in a region rich in heritage and diverse in culture, where we value our traditions while welcoming change.

Relationship of Missions to Manor Community Branch Library

The Manor Community Branch Library plays an important role in realizing the mission and goals of not only the Public Library but also those of the San Lorenzo and San Leandro Unified School Districts. The new Manor Branch will allow expansion and customization of services and materials to large user groups within the Manor service area – students, seniors, and casual readers. The San Leandro Public Library is also joining with the two local school districts to provide programs and resources to the area's students using both state-of-the-art technologies, such as the eLearning Project, as well as innovative programming strategies, such as a partnership with San Lorenzo and San Leandro high school students to offer tutoring.

4. GOALS AND OBJECTIVES

The overall goal of the San Leandro Public library is to provide quality informational, educational, literary, and leisure services to meet the needs of Library users. This same goal will apply to the Manor Community Branch Library. The planned new facility and expanded services will meet the needs of the Manor service area residents to the year of 2020 and beyond.

To address the needs of the Manor service area residents, the Goals and Objectives of the Manor Community Branch Library are based on the following recommendations and assessments found in the *San Leandro Branch Libraries Master Plan* and the *San Leandro Public Library – Manor Community Branch Library Needs Assessment*:

- Increase the size of the Manor Branch to over 9,000 square feet of library and program space and 32 exterior parking spaces to meet the current and growing population in the service area. New programming will have some emphasis on multi-cultural, multi-ethnic community outreach. Ensure that the Manor Branch will meet current ADA standards and building code compliance.

- Design Manor Branch to support new services such as modern technology equipment and on-line electronic reference databases, new media formats, and young family programming.
- Provide additional space for more books and materials, tables, chairs, computers, and meeting facilities.
- Improve Manor Branch public space and work space to adequately provide and deliver library services, materials, and programs to the neighborhood.
- Plan to use the multi-purpose program room to accommodate a computer center, homework center, and family literacy center.
 - ♦ Provide public computers, online resources, and computer training in the computer center. Provide access to the San Lorenzo School District eLearning Project during after school, evening, and weekend hours.
 - ♦ Provide homework assistance after school for latchkey and at-risk students. Provide jobs opportunities for the youth of the community.
 - ♦ Provide classroom space for the San Lorenzo and San Leandro Unified School Districts' Community Based English Tutoring program (CBET). Provide transportation to and from the CBET program. Provide childcare for CBET parents attending classes.
- Outreach and work with neighborhood organizations to make Manor Branch a neighborhood destination where family, friends, neighbors, and businesses can gather and meet.

The following goals and objectives have been designed to enable the Manor Community Branch Library to assist the Library and Schools in accomplishing their missions and meeting the needs of the Manor service area residents.

4 (1) Space

Goal: To expand and enhance the Manor Branch facility. This will allow the Library to fulfill its role as a provider of superior community library resources to the City's residents.

Objective: Design and construct a new Manor Community Branch Library facility at its expanded current location that is large enough to accommodate all of the collection materials as well as service and programming needs of the service area.

Need: Manor Branch does not currently offer sufficient space for community needs. The Library offers 0.1 square feet of library space per person in the service area. Combined with the other branch libraries' and the Main Library's space, the square footage per person is an average of 0.65 square feet per person. The branches need an average of about 0.3 square feet per person to reach a citywide service level of 0.8 square feet per person. The new Manor Branch needs to be expanded to approximately 9,300 square feet to meet this service level standard.

Service Indicators: Increased size of the Manor Branch facility and increased capacity for additional collection, computers, and programs.

4 (2) Collections

Goal: To provide informational, educational, literary and leisure library materials in print and electronic formats to residents of the Manor service area.

Objective: Design the Manor Community Branch Library to support additional space for a larger number and diversity of books and other materials needed; include flexibility for future collection types.

Need: An expanded collection and larger space is needed to adequately serve the needs of the increasingly diverse and populated Manor Branch service area. Currently, Manor Branch does not offer sufficient space for reading and reference materials, nor for access to materials in electronic format. The large population growth in recent years means that the small facility and collection must attempt to meet the needs of a much larger and diverse group of people. While the Branch Manager and Library staff work hard to accommodate everyone's needs, the facility's ability to hold collection volumes is simply too small to meet both the basic and specialized needs of the area's residents.

The *Needs Assessment* and *Master Plan* identified collection materials especially needed due to the demographics of the area and based on resident input. The large student and elderly populations (groups often with lower mobility) need easy access to materials to support their education, both formal and life-long. While the Branch currently offers easy access, the lack of an adequate collection to serve these groups is diminishing the Library's ability to serve these patrons. Further, although the rotating collection and new materials at Manor Branch allow casual readers access to some new and popular materials, this collection also needs to be expanded to serve the large number of casual readers. Specific collection information is detailed in Section 5a 2.

Service Indicators:

Collection:

Circulation per service area population

In-Library material use per service area population

Reference service:

Reference transactions per service area population

Reference fill rate

4 (3) Programs

Goal: To provide a variety of programs to meet the needs of all ages and abilities of Manor service area residents. This will allow the Library to fulfill its role as a leader in introducing community members to the joys of reading and life-long learning, to skills for both traditional and new technologies of research and information gathering, and to other enrichment programs.

Objective: Design Manor Community Branch Library to offer space for a variety of library, school, and community programs as well as for public meetings. Use additional staff as well as cooperation with San Lorenzo and San Leandro Unified School Districts to provide the range of programming needed for both formal education support for students and life-long learning opportunities for all residents.

Need: In all of the public input sessions, including school focus groups, Manor residents have stressed the need for both traditional and innovative library programs as well as educational support services. However, the Manor Branch's current facility has no meeting or program space, which could provide the community with a central location for library-related programming and events, school-library joint uses, and a civic gathering place in the neighborhood. There is no area for dedicated programming in the current facility, and programming is extremely limited. Some popular library programs (such as puppet shows, magic shows, storytelling, and live theatre) are limited to summer months when the weather permits use of the backyard space to accommodate the average 200 attendees. Having indoor program space will allow the Manor Branch to provide quality cultural, educational, and child enrichment programs year-round for the community. Even with the limited space now, the Manor Branch is very successful in providing exceptionally high-quality programs which bring the neighborhood together. These programs include: Class Visits, Library Tours, Book Talks, Summer Reading Program, Neighborhood Community Programs, Holiday Programs, Branch Open Houses, Project Literacy Tutoring, and Dial-A-Story.

There is a great demand for services such as homework help, technology workshops, and literacy programs, as found through public input. The need for these services is also indicated by demographics such as the area schools' Academic Performance Index scores, which demonstrate the need to continue improvements on these scores and the City's literacy rate.

Programs needed by the growing number of seniors include life-education and enrichment programs such as author talks and readings, book clubs, holiday programs, and computer education workshops. These programs are aimed to serve not only seniors but children, families, and the broader general public as well.

Manor Branch is an aging facility, which has not been altered much from its original configuration as a residential duplex. It is not designed to support the new kinds of services and programs that the community expects of modern libraries. The current Manor facility is the limiting factor regarding program offerings. The new Library facility will have the ability to support and staff a variety of programs. Programs to accommodate Manor's diverse population will include Black History Programs, Lunar New Year Program, Women's History Month, Asian Pacific Heritage Celebration, Cinco de Mayo, other holiday celebrations, and Native American Celebrations.

Currently at the Main Library, either in conjunction with community partnerships or sponsored by the Library itself, the San Leandro Public Library hosts a variety of educational, informational, and leisure programs – all of which could be offered at the enlarged Manor Branch facility:

- Best and the Brightest. Program that incorporates educational themes such as science, math, art, music for children and their parents to attend together.
- Reading Rangers. Storytelling program for grades 1 & 2 with popular folktales and fairytales, culminating with arts and crafts projects.
- Science Rangers. Exploration of non-fiction books with hands-on science experiments, environmental and ecology projects for grades 3, 4 & 5.
- Xtreme Readers. Book club for grades 4 & 5. A reading circle which includes book discussion, arts and crafts, and hands-on activities.
- Reading Mentors. Teen volunteers are matched with students one-on-one to help children increase their reading skills. For grades 3, 4 & 5.
- Reading Buddies. Teen volunteers read to younger children and become their reading buddies.

- Family Fun Nights. Monthly fun programs including magic, juggling, storytelling, sing-alongs, puppet shows, and other similar activities.
- Family Films. Showing of films connected to literary themes and books.
- Holiday Programs. A variety of holiday programs are ongoing year-round.
- Author Talks and Author Readings.
- Book Clubs – Adult and Teens.
- College Bound for Teens. Unique to San Leandro Library system. Activities include a professional SAT course, practice test, field trips to college campuses, presentations by college admission officers, and participation in leadership training and community service.
- Computer Education Workshop Series. How to use the Library Catalog, Basic Computer Skills, Introduction to the Internet, Use of Reference Databases.

The following programs are just a few examples of library collaboration with community partners to provide educational and life-long skills for the general community:

- Job Bound Skills for Teenagers, with the Chamber of Commerce.
- Baby Sitting Skills for Teenagers, with Eden Hospital.
- Variety of educational and literary programs, with Friends of San Leandro Library. Friends of the Manor Community Branch Library will be established.
- Music Concerts, with the San Leandro Arts Council.
- Art exhibits, with the San Leandro Art Association.
- Disaster Preparedness Training, with the City.
- Legal Assistance Programs, in Partnership with Alameda County Bar Association.

The above-mentioned programs will be provided at the Manor Branch Community Library to meet programming needs of the Manor service area.

Service Indicators: Number of hosted programs
 Program attendance
 Patron suggestions for future program needs

4 (4) Staff

Goals: To provide the public with necessary support for library use and programming. To maintain and improve the high-level and quality personal services currently provided at the Manor Branch. Addressing these goals will allow the Library to fulfill its role of assisting patrons in navigating the Library's resources, finding the information they need, and allowing the Library to maintain its high level of customer service.

Need: The Manor Branch currently has one full-time staff member as well as two part-time clerks who assist with circulation, shelving, and shelf-reading. This is the minimum number of people to staff a facility of this size and the most that this facility can accommodate. As the size of the

facility and its ability to host programming increases, the size of the staff must also increase to ensure the high level of personal service and assistance is maintained.

Objectives: Design the library to operate efficiently with a minimum number of additional staff to meet the service goals. Provide multi-functional workspaces for staff members to be available on the public library floor as much as possible to assist patrons. Provide the necessary additional staff needed to maintain the high level of service currently available. (See Section 5a 4 below for specific positions.) Professional staff and para-professional staff will be permanently assigned to the Manor Branch as their work site. Professional staff will have Master's Degrees in Library Science. Para-professional and clerical staff will receive appropriate training in a variety of library duties and tasks.

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| <i>Service Indicators:</i> | Number of staff employed at branch facility |
| | Public comments and feedback regarding customer assistance |

4 (5) Hours

Goal: To expand access to the Manor Community Branch Library and its resources. This will allow the Library to fulfill its role as a provider of superior community library resources to the City's residents.

Need: The Manor Branch is currently open a significant number of hours per week for a branch library of its size. It is open six days a week for 36.5 hours per week. However, with the current staffing levels, the facility must close for employee lunch and dinner breaks, except on Saturdays when the facility is only open for 7 hours. An expanded branch facility, with expanded programming and meeting needs, will require longer hours of operation to accommodate the anticipated increased use. Along with the increased size of the building and additional staff, expanded hours is an objective of the new Library. The Library's online catalog and subscription databases will be available to library patrons even when the Manor Branch Library is closed.

Objective: Expand the hours of the Manor Branch to include at least 20 additional hours per week. Expand “off-hours” accessibility to library resources through use of the Library’s website to browse collections and reserve materials.

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|----------------------------|--|
| <i>Service Indicators:</i> | Number of hours open per week |
| | Statistics for onsite use and access of the Library's website |
| | Patron comments and periodic evaluation regarding online accessibility and navigation of Library's website |

5(a). TYPES OF SERVICES TO BE OFFERED

The Manor Branch will offer the following services to meet the goals and objectives set for the Branch and its neighborhood service area.

5(a) 1 Space

Implementation:

- Increase the size of the Manor Branch from 2,100 current sq. ft. to 9,500 square feet of library and program space and from 0 current dedicated parking spaces to 32 exterior parking spaces to meet the current and growing population in the service area. Ensure that the Manor Branch will meet current ADA standards and building code compliance.

5(a) 2 Collections

To meet the needs of the area's residents, the collection will cover all of the categories below. Within these categories, the focus will be on casual readers, students, and seniors as these are among the highest population of users.

- **Popular Materials.** The Manor Branch will feature current, high-demand, high-interest materials in a variety of formats for persons of all ages. The Library will provide popular books, periodicals, newspapers, videos, compact discs, CD-Roms and DVDs for informational, educational, and leisure purposes. Particular emphasis will be placed on materials to improve a resident's quality of life, assist children with homework assignments, support cultural and leisure activities, and offer a wide selection of best-sellers. Foreign language materials and materials supporting English as a Second Language, literacy, and life-long learning will also be available.
- **Reference and Basic Circulating Materials.** The Manor Branch will provide timely, accurate, and useful information for library users and neighborhood residents. This information will be provided in print and electronic format for customers of all ages. The Library will offer a balance of basic library information and reference materials selected from acceptable and recommended public library collection development sources, professional journal recommendations, and community suggestions. The collection will be geared to meet the needs of the local residents. The Reference Collection will cover basic works including encyclopedias, atlases, directories, and community services information – in print format as well as on-line research and reference services. Basic reference services will enhance educational, business, personal, and leisure pursuits.
- **Children's Library.** The Manor Branch will provide a variety of materials in print and electronic formats for children, parents, caretakers, and teachers to promote reading readiness, student self-enrichment, reference information, and homework assistance. There will also be a wide selection of circulating media including educational software, videos, CD-Roms, DVDs, and CDs. The Library will provide materials to assist K-6 students with homework and study assignments, including a collection of authorized textbooks from both the San Lorenzo Unified and the San Leandro School Districts. There will be a Parents' Shelf and a Teachers' Shelf for recommended titles to help with parenting skills and to assist teachers with supplementary material that will augment the school curriculum. Books for the children's library will be clearly identified and classified for easy access by age level and subject (i.e., picture books,

easy readers, and subject label stickers). For help with tutoring and instructional activities, materials on different learning disabilities (e.g. dyslexia, attention deficit disorder) will be available.

Implementation:

- Librarians and technical processing staff will develop the opening day collection, including circulating and non-circulating print, non-print, media, and electronic resources by increasing the collection from its current 18,000 volumes to an opening day collection of over 21,000 new and updated volumes for the Manor Branch.
- Librarians and technical processing staff will continue to develop the collection from its opening day size to the recommended 30,000 volumes by 2010, six years after the new Manor Branch opens.
- The staff will continue to be open to community recommendations for library materials selection.

5(a) 3 Programs

Programming at the Manor Community Branch Library will be expanded significantly with new program space. The Library will host a variety of programs not available at the current Manor Branch facility in the multi-purpose program/meeting room.

Implementation:

Branch programs to enhance educational, leisure, and entertainment opportunities for the neighborhood will be presented on an ongoing basis throughout the year. The Manor Branch will offer weekly story hours for pre-schoolers, and weekly lap sits for infants and their parents or caregivers. Multi-cultural, multi-ethnic programs will involve the neighborhood's diverse minority groups. Programs will be offered in celebration of Black History Month, Lunar New Year, Cesar Chavez Day, Asian Pacific Heritage Month, and Women's History Month, just to name a few. The Library's annual Summer Reading Program will enroll over 700 children from the neighborhood. Manor Branch will participate in Project Literacy, the San Leandro Public Library's one-on-one tutoring service, by providing space for tutors and students working together at the Branch. The Manor Branch will feature an annual open house co-sponsored by the neighborhood businesses, homeowners associations, and local schools. The Library will continue to maintain and expand community partnerships in the offering of specialized programs such as legal assistance, disaster preparedness, computer training, and job skills.

To offer space for programs by other organizations, the Library will make the program room available for group meetings by nonprofit and neighborhood organizations. Local businesses may rent the room for commercial use. Organizations such as the Washington Homeowner's Association, The Bonaire Homeowner's Association, The Floresta Garden Homeowner's Association, the Washington Manor Little League, Washington Manor Swim Team, The Boys Scouts, the Girls Scouts, the Boys and Girls Clubs, the Davis Street Community Center, Project Literacy, the San Leandro Chamber of Commerce, local public and private schools, the San Leandro Unified School District, and the San Lorenzo Unified School District will have a facility to hold meetings and classes.

Multiple joint-use programming will also be provided at the Manor Community Branch Library through joint-use agreements between the Library and the two area school districts. These programs are described in Section 5(c).

Necessary implementation steps for programming include the following:

- Senior Children’s Librarian will work with Branch staff to establish weekly children’s programs, such as storytimes, lap sits, and class tours.
- Library Technology Librarian will work with staff to coordinate technology materials and instruction.
- Librarians and Branch staff will plan and schedule community outreach programs:
 - Educational
 - Multi-Cultural
 - Informational
- Librarians and Branch Staff will meet with neighborhood and community partners:
 - Homeowner’s Associations
 - Local Businesses
 - Community-Based Organizations
 - School Organizations
- Librarians will work with the City’s Public Relations staff to design and provide public information on programs and resources, including brochures, handouts, and bibliographies.
- Librarians and Branch staff will plan, organize, and coordinate Branch Grand Opening.

5(a) 4 Staffing

Implementation:

| Manor Community Branch Library Staffing Pattern | |
|--|----------------------------|
| <i>Number of Staff</i> | <i>Job Title</i> |
| 1 | Senior Librarian |
| 1 | Librarian |
| 1 | Senior Library Assistant |
| 3 | Library Clerks |
| 5 | Library Pages |
| 1 | Homework Center Instructor |
| 5 | Homework Center Assistants |

The Library will be staffed with one Senior Branch Librarian who will have overall responsibility for the day-to-day operations of Manor Branch. The Senior Librarian will also work the Information Desk along with one Full-Time Librarian, who will be a generalist able to work both reference and children's. Professional librarians will hold a Master's Degree in Library Information Services from an accredited Library School. The circulation function of the branch will be handled by one senior library assistant, who will also have responsibility for 3 part-time clerks and 5 library pages assigned to circulation, shelving, and shelf-reading. One part-time credentialed instructor and 5 part-time student homework assistants will staff the homework center. In addition to paid staff, community volunteers will be recruited and trained to assist with miscellaneous library responsibilities that enhance the work of regular paid employees. These duties may include tutoring, processing gift books, straightening shelves, welcoming and greeting users, being internet docents, re-filling supplies, and other miscellaneous duties.

Necessary implementation steps include the following:

- Recruit, hire, and train professional, para-professional, and support staff.
- Recruit and train community volunteers.
- Recruit, hire, and train homework center staff in coordination with school administration.
- Incorporate staff training programs with ongoing staff development.

5(a) 5 Hours

| New Manor Branch Service Hours | | | | | | | |
|---------------------------------------|----------------|------------------|-----------------|-----------------|-----------------|---------------|--------------------|
| <i>Monday</i> | <i>Tuesday</i> | <i>Wednesday</i> | <i>Thursday</i> | <i>Friday</i> | <i>Saturday</i> | <i>Sunday</i> | <i>Total Hours</i> |
| 10 am – 9 pm | 10 am – 9 pm | 10 am – 9 pm | 10 am – 9 pm | 10 am – 5:30 pm | 10 am – 5 pm | closed | |
| 11 hours | 11 hours | 11 hours | 11 hours | 7.5 hours | 7 hours | N/A | 58.5 hours |

Implementation:

It is expected that Manor Branch will be open Monday through Thursday, 10am to 9pm, Friday, 10am to 5:30 pm., and Saturday, 10am to 5pm for a total of 58.5 hours per week.

5(b). CO-LOCATED JOINT USE PROJECTS

Not Applicable

5(c). JOINT-VENTURE PROJECTS

As mentioned previously, the Manor Community Branch Library will play a role in helping the schools fulfill their missions and serve the area's students. A major goal of both these entities, school and library, is to support the intellectual and academic development of students in their formal educational settings (classrooms) in San Leandro and San Lorenzo schools. Library support will augment student learning with materials that will supplement the school's curriculum (i.e., purchase of additional copies of books on recommended student reading lists). In addition to the support of formal education, the Manor Branch and local schools are dedicated to improving informal educational support such as enriching family learning and providing extracurricular educational activities.

The needs of Manor area students were determined through a variety of means as described in the *Needs Assessment* and the *Master Plan*. These means included focus groups and public meetings involving students during the master planning process; surveys and interviews with library users including youth; collaborative meetings between the Library and each of the school districts; and focus groups with teachers, administrators, and students once initial program needs and potential projects were determined. The programs described below and the ensuing collaborative agreements between the Library and the San Lorenzo and San Leandro Unified School Districts were a result of these needs assessments. The collaborative agreements are designed as working documents. These documents take into consideration the ability to make adjustments to the programs based on evaluation and needs assessments to ensure the programs continue to serve students effectively.

Overall Goals: Enhance both formal and informal education support for Manor service area students and residents to improve school readiness and school success. Support the missions of the Library and School Districts.

Overall Objectives: Develop School-Library joint use programs that encourage teachers and principals to collaborate with the Manor Branch to enhance the school curriculum. Offer adult reading and English programs to parents to improve and expand the informal educational support networks available to students.

Overall Need: The large and growing student population in the Manor service area and the large number of schools the Branch serves (six public and three private) depend upon support from the San Leandro Public Library and the Manor Branch to effectively serve its students. The City's schools lack after-school homework assistance, adequate library collections to meet all student research needs, and adequate internet and computer access for students to do homework. The schools are not able to provide after-school access to their resources, leaving the Manor Branch as the major educational resource in the area that students can use during afternoon, evening, and weekend hours.

Unfortunately, the Manor Branch currently has no room to accommodate needed programs, such as a computer center, literacy center, or homework center. Furthermore, the Manor Branch's current collection is not extensive enough to support the needs of the area's students, a problem that continues to grow as the student population steadily increases, with a projected growth of 26% over the next 20 years.

Overall Implementation:

Meet with school districts to implement and coordinate joint venture projects. Develop a homework center for after-school activities and alternative teaching styles. Bring the San Lorenzo School District's eLearning Project to the Library. This Project offers computer and technology training and support to students. Develop a family literacy center to support and encourage adult reading, as well as offer greater

access to English training for non-English speakers through Community Based English Training, CBET. CBET is an existing program of the San Lorenzo and San Leandro Unified School Districts.

Programs:

5(c) 1 Homework Center

Goal: Enhance education support for Manor service area students, to support the missions of the Library and school districts. The Manor Branch will assist students of all ages in meeting educational objectives. This will allow the Library to fulfill its role as a provider of educational materials and support to students.

Objective: In collaboration with service area schools, provide both materials and resources to students to support formal education of the area's schools.

Need: The Manor Branch needs to provide homework assistance to children after school, especially for latchkey and at-risk students. The focus groups with service area teachers and school administrators revealed that there were far more students in need of additional educational assistance than were currently receiving it with existing programs. Often, the "yellow zone" students (approaching "at-risk" status) do not have access to programs available only to "red zone" at-risk students or are not able to access open-enrollment programs simply for lack of space. This situation places these students in danger of falling into the "red zone" category. A partnership between the Library and school districts will provide opportunities to support both yellow- and red-zone students and ensure that they are able to maintain and improve their academic performance.

The Statewide academic performance measure, the Academic Performance Index (API) score, shows that students at Manor area schools have made some progress towards the State's goal of a school-wide average API of 800. However, as described in the *Needs Assessment*, none of the schools are currently meeting this goal. In addition, two of the schools did not meet the Comparable Improvement Target, which indexes whether disadvantaged students are making the targeted improvements. The failure to meet this target suggests that at-risk students in the Manor service area are in need of additional assistance to meet educational goals and achieve school success.

The current Manor Branch facility has little space to support even the most basic study needs of students, with two tables for studying and limited individual seating throughout the facility. Furthermore, the area's school libraries are not open after school hours, leaving students with few or no options for afternoon, evening, and weekend study areas; research resources; or personal assistance.

Service Indicator: Teacher and student feedback and periodic evaluation

Implementation:

The Manor Branch will assist students of all ages in meeting educational objectives established during their formal course of study. The Library will provide space for materials and provide formal support to K-6 students working on homework and study assignments. Support will focus on the needs of students, including general assistance in reading, writing, science, language, math, and study skills. A collection of authorized textbooks from both the San Lorenzo Unified School District and the San Leandro Unified School District will be provided for after-school and weekend

use. The Library will provide specialized print and electronic resource collections in response to curriculum needs.

The homework center will be in a unique position to reach latchkey students and at-risk students, who are struggling or failing in a traditional school setting. In partnership with the two local school districts, the homework center will allow credentialed teachers and student homework assistants to use different, innovative, and alternative teaching styles when working with school age children. Innovative models include peer-mentoring, bilingual assistance, and student-paced learning. One-on-one tutoring and small group instruction will improve student learning and make a significant impact on a student's ability to achieve educational goals. The school districts will recruit student assistants from their high schools to assist in the homework center. Some students will be recruited from the Arroyo High School Teacher and Learning Academy, a program in which high school students receive training by professors at the local Chabot Community College. Although not a direct link to the homework center, this program will provide the youth in the community with meaningful job opportunities. The homework center will fill a strongly-expressed need vocalized by neighborhood students, parents, teachers, and school administrators. The Library and school districts will work collaboratively to ensure the success of the homework center.

Necessary implementation steps include the following:

- Use planned multi-purpose room to accommodate a homework center.
- Work with local schools to acquire authorized textbooks.
- Work with local schools to promote homework center activities.
- Recruit, train and hire homework center teacher and student assistants.
- Designate computer time for student homework needs.
- Design progress reports and parent and teacher response forms.
- Set up mechanisms for school district communication to parents and the general community.

5(c) 2 Computer Center and eLearning Project

Goal: Enhance learning support not only through traditional but also new electronic means to provide area students with expanded educational support. Partner with area schools and school districts to provide effective and state-of-the-art technology tools. This will support the Library's role as a partner in providing technology access to patrons and supporting local schools' educational programs.

Objective: Utilize available state-of-the-art technologies to provide students with enhanced learning resources.

Need: Manor Branch students need access to their schools' electronic networks in order to take full advantage of the eLearning Project in place at San Lorenzo School District schools. The eLearning Project provides portable laptop computers to students in grades 4-12. The laptop computers, through wireless communication devices, are used to link students to the network located at all

schools in the San Lorenzo School District. The school network provides links to approved and recommended educational internet sites and the district's learning network.

However, there is no remote access for students once they leave the school site; students only have access to this network during school hours. This is extremely limited for those involved in the program. The computer center at the Manor Branch will offer after-school, evening, and weekend access to the school district's eLearning Project when the schools are closed. Manor Branch will install wireless computer links to the eLearning Project to allow for full use by students. The wireless connection will allow students who bring their laptop computers to the Manor Branch to access their work and the schools' databases from anywhere in the Library, not just the computer center. The extra available hours would help meet the need for additional access to an existing educational network and enhance the effectiveness of the eLearning Project. This will help the schools meet their API score goals as described earlier and improve educational achievement.

According to focus groups with the teachers and administrators of this program, additional time and assistance on this network is needed by at-risk and other students to meet educational goals. Many at-risk students will also be able to take advantage of the computer center's general programs.

Service Indicator: Use statistics
 Feedback from students, parents, and teachers
 Number of students using the Library's network connection after school
 Demand for laptop computers and sign-ons.

Implementation:

The Manor Branch will provide the electronic infrastructure to allow users to access information on the internet and a wide variety of online reference databases. This computer center will provide state-of-the-art technology resources for school age children and their families. The center will house computer systems with electronic resources and educational technologies to assist with grades 4-12 student learning activities. The Library will offer a range of computer literacy classes covering introductory and advanced technological skill levels. These will include the use of the Library electronic catalog, basic computer skills, introduction to the internet, and use of specialized library databases.

The computer center will also have a compatible electronic network linked to the San Lorenzo Unified School District's eLearning Project. This technology is significant in providing after-school, evening, and weekend electronic accessibility and service to the children of both school districts in the Manor Branch service area. The goal is to provide a seamless link to the school district resources and library resources between the school district location and the Manor Branch. Students will thereby increase their own accessibility by 33 hours per student/per week. With no school library in the Manor Branch service area open after school hours, the Library's computer center will provide an essential educational service.

The San Lorenzo Unified School District will provide portable laptop computers that will be used to link their students to all the school district's electronic resources and approved Internet sites. The Library will provide 20 additional portable laptop computers for those students who may have inadvertently left their laptops at school.

Having access at the Manor Branch will give students instant access and linkage to the school district's paid subscription services and recommended sites for grades 4-12. Students will also have access to the Library's curriculum research materials such as Facts on File Curriculum Resource

Center; Science Experiments on File; Landmark Documents in American History; American Historical Images; and African American, Asian American, and Hispanic American Experience on File, and more.

Necessary implementation steps for the Library and the San Lorenzo School District include the following:

- Use multi-purpose program room to accommodate a computer center.
- Purchase and load educational software and CD-Roms to improve reading, writing, computer, and language literacy skills for grades 4-12.
- Purchase portable laptop computers that will be used to link students in the eLearning Project.
- Produce or acquire materials to teach basic computer skills, an introduction to the internet, and use of specialized library databases for classes.
- Work with liaison from respective local schools to solicit help in designing curriculum activities for the computer center and homework center.
- Purchase specialized electronic resource collections in response to curriculum needs.

5(c) 3 Family Literacy Center

Goal: Provide enhanced learning and life-long learning services to Manor service area residents. This will support the role of the Library as a provider of life-long learning resources.

Objective: Partner with the existing Community Based English Tutoring (CBET) programs of both San Lorenzo and San Leandro Unified School Districts to provide English-as-a-second-language classes. CBET is a state-funded initiative that provides English language learning opportunities to adults. Adults must volunteer to read to their children in English as their commitment toward learning English. The Library will coordinate supplemental programs with the school districts to ensure interested residents can attend despite known obstacles (e.g., transportation, childcare).

Need: The diverse nature of the Manor service area means that residents come from a variety of different backgrounds, including residents of different nationalities and ethnic backgrounds. Focus groups with the CBET students, along with the Needs Assessment and Liaison Committee meetings, found that there are a significant number of Manor residents who need assistance with English comprehension and literacy. Residents must be at a 3rd grade proficiency level or higher to participate in the Library's Project Literacy program; however, as noted in the Literacy section of the Needs Assessment, there is a significant number of residents that are not at this level due to English comprehension issues. The City's literacy rate and the Manor Area's educational attainment levels indicate that basic learning programs such as the CBET and Project Literacy are greatly needed for a large segment of the population.

The San Lorenzo School District currently offers a CBET program. However, Manor Area residents enrolled in this program are asked to travel to the neighboring City of Hayward because of the lack of space in which to hold classes in the service area. The distance of the CBET program raises transportation issues for some students. Provision of space at the Manor Branch for the

school districts' CBET programs would allow the program to be provided in a location convenient to many prospective students.

The focus groups called attention to outstanding needs of potential students: many are faced with the need for transportation assistance to classes as well as the need for childcare for toddlers while they are in CBET classes learning English.

Service Indicators: CBET student feedback and periodic evaluation
 CBET enrollment

Implementation:

The Manor Branch supports individuals of all ages pursuing a sustained program of learning. The family literacy center will house materials and provide space for tutoring and instructional activities to improve the ability of K-6 students and their parents or caregivers to read and write English and to develop life-long learning skills. The Center will also be a community site for the use of the San Lorenzo Unified School District and the San Leandro Unified School District's Community Based English Tutoring Program.

The Library will work with the coordinators of both School Districts to schedule space and time in the multi-purpose program room to hold classes. The school districts will supply the instructor, childcare, and resource and educational learning materials. A key component of this partnership will be the transportation to bring parents to the family literacy center. A school district driver with a van will pick up non-English speaking parents from several area schools and drive them to the Manor Branch for their lessons. Also, to assist parents who may have children to care for during CBET instruction, the Library will coordinate youth programs such as storytimes to be held simultaneously with the CBET courses.

Necessary implementation steps for both the Library and school districts include the following:

- Use the multi-purpose program room to accommodate a family literacy center.
- Meet with Project Literacy to incorporate Community Based English Tutoring (CBET) with Library programs, especially Project Literacy.
- Coordinate with school districts regarding transportation of students.
- Coordinate with school districts to supply resources and educational learning materials for the CBET program.
- Children's Librarian will meet with Branch staff to plan and implement early childhood educational activities for children whose parents are attending CBET classes at Manor Branch
- Train and recruit bilingual tutors and volunteers to do one-on-one tutoring and small group instruction
- Preparation for literacy training program for students, their families, and caregivers.

5(c) 4 Coordination of Multi-Purpose Room Uses

The Manor Branch's multi-purpose meeting/program room is intended to house several programs that will be carefully scheduled to maximize public use while offering educational services to the community.

| New Manor Community Branch Library Multi-Purpose Room - Hours and Uses | | | | | | |
|---|--|--|--|--|--|---------------------------|
| Hours | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| 10 am – Noon | San Lorenzo CBET | San Leandro CBET | San Lorenzo CBET | San Leandro CBET | San Lorenzo CBET | Community and Library Use |
| Noon – 3 pm | Community and Library Use | Community and Library Use | Community and Library Use | Community and Library Use | Community and Library Use | Community and Library Use |
| 3 pm – 6 pm | Homework, eLearning, and Computer Center | Homework, eLearning, and Computer Center | Homework, eLearning, and Computer Center | Homework, eLearning, and Computer Center | Homework, eLearning, and Computer Center | Community and Library Use |
| 6 pm – 9 pm | Community and Library Use | Community and Library Use | Community and Library Use | Community and Library Use | Library closed at 5:30 pm | Library closed at 5 pm |

6. JURISDICTION-WIDE SERVICE

The *San Leandro Branch Libraries Master Plan*, included as an appendix of the *Needs Assessment*, summarized the findings of a study to assess the City of San Leandro's library needs and recommended a plan to fulfill these needs on behalf of the City's citizens. This study determined from community input, demographic data, research, and City and Community leadership how to best plan the City's library system to meet the needs of all residents as fully as possible. Utilizing the current strengths of the existing main/branch system, as well as developing potential opportunities inherent in this system, were stressed to ensure the most effective and comprehensive network for providing superior library services to all residents.

The San Leandro Public Library system has one Main Library and three branch libraries (the Manor Branch, the Mulford-Marina Branch and the South Branch). Library services are coordinated throughout the system using a management team approach that ensures regular meetings and collaboration between Main Library and branch staff. While staff are trained to work at any library branch, each branch has its own permanent staff that ensures quality services, commitment to the neighborhood, and a strong presence in the community.

Besides the Main Library, which serves a population of 28,000 residents (plus serving special needs for the City as a whole), the Manor Branch has the largest service area with approximately 28,093 residents. Manor Branch also has the largest branch collection at 18,020 volumes. The Manor Branch and the Main

Library each serve six public schools, while the Mulford-Marina Branch serves one school and the South Branch serves three schools.

Programming is similar across the Main Library and its branches, whereas the amount and kind of community participation varies. The Main Library serves as a hub for reference, research, collections, citywide programming, and major events. Branches are configured to meet specific neighborhood uses and act as “neighborhood civic places” for residents to meet, interact and learn about community services. This type of community interaction and support is evident in each branch’s annual Open House. Local businesses, homeowner associations, and schools all participate in these events and often “pitch in” some financial support or in-kind donations as well. To ensure community partnerships are developed and maintained, the San Leandro Public Library encourages frequent citizen, school and non-library city staff involvement by holding committee meetings with both school and city council liaisons, and by providing information through several venues (homeowner association newsletters, a city newsletter, the local newspaper, flyers to school populations and other such media).

Collections at each branch are slightly different, according to their main user population and neighborhood characteristics. For instance, since the Mulford-Marina Branch is near more open space, it provides more books on boating, recreation activities and animals. The South Branch focuses its collections to serve the interests and needs of children and the elderly. The Manor Branch houses more homework support, children’s and young adult’s materials, along with popular reading and self-help collections. In addition to its own extensive reference, research, media, children’s and non-fiction collections, the Main Library features a “circulating branch collection” that rotates among the branch libraries to supplement their offerings, especially for new and popular materials that are in great demand at the branch facilities.

San Leandro's population has grown significantly over the past twenty years. All three of the existing branches are too small to serve this growing and increasingly diverse population adequately. All branches are slated to undergo physical improvements over the next several years. The Manor Branch improvement project involves the largest physical expansion of all those planned, to four times the library’s existing size. It will constitute a nine percent increase in overall library space for the City, and will be about twice the size of the other expanded branches due to its large service area population and number of students and schools it serves.

Constructing a new, expanded Manor Branch will maximize the return on limited State funding by providing quality information, educational, literary, and leisure library services and successful programs to meet the growing needs of a significant number of service area residents. This project will also expand the existing long-term and collegial collaboration with both the San Leandro Unified and the San Lorenzo Unified School Districts.

7. TECHNOLOGY

EXECUTIVE SUMMARY

The Manor Branch's Technology Plan provides the framework for ensuring that the Library will serve as the primary "community portal" into the information age for service area residents. The Technology Plan results from *Branch Library Master Plan* findings and needs assessments, both citywide and specific to the Manor Branch. Residents see the provision of adequate technology as vital to support area students as well as the general public's needs. It is the vision of the Manor Community Branch Library to play a central role in introducing new technology to the community and offering opportunities for community members and students to expand and update their technology skills

Current State of Technology. At the Manor Branch, providing computer access has been a challenge due to lack of space, poor layout and inadequate electrical infrastructure. Currently, there are only four computers for public use and two computers for staff use. The library does not have either a public printer or a copier. Users typically experience long waits for internet access or other computer use. Due to space limitations, public use computers are adjacent to the entry and only circulation path into the building. This creates congestion and prevents computer users from being able to concentrate or have privacy.

Needs Assessment Findings. Citywide, three-quarters of library patrons expressed a desire to see improvements in computer/technology, including more computers, better computer training programs and guidance in using the internet. Almost three-fourth of Manor patrons found that the current number of computers at the Manor Branch did not meet their needs. Only about half of respondents had access to a computer outside of the Library.

The *Needs Assessment* identified several technology needs of students in the service area. Students responded that they needed equipment for word processing, printing papers, and research. Other needs included more computers available after school hours. Academic Performance Index (API) scores for the schools and other accountability data confirm the need for technology resources not available at the schools to improve student achievement.

Elements of the Plan. The plan includes an increase in the number of computers and other technology resources; the addition of a dedicated section of the library for computer use; additional computer-based programs and services; and specific resources for students. Staff and volunteers, personnel training and an adequate electronic infrastructure will help bridge the current technology gap.

The Manor Branch will increase the number of public use computers from four to twenty. Staff computers will increase as well. There will be six public printers, photocopy services and two express automated check-out machines. The Library network will provide internet connectivity, catalog searching, and access to educational and informational software.

Dedicated sections of the library, including the multi-purpose program room, will provide group and individual spaces for computer use. Computer-based programs and services will be provided mainly within these settings, although workstations in the main library will also be useful tools for patrons. The library will increase technology training, provide access to online databases, and train staff and volunteers to assist with computer tutoring in computer-based learning, research and internet use. Computers will also be used to enhance English language skills and literacy.

Meeting the needs of K-12 students. In addition to providing dedicated programs to meet the needs of students, including the computer center and family literacy center, the Manor Branch will subscribe to electronic online databases that augment school curriculum. Through the eLearning Project, students will be able to link to their school districts' information network and subscription services. In addition to providing specific computer instruction programs, computer skills training for students will be incorporated as part of school programs and self-paced activities.

Staff and Volunteers. Staff will be recruited, hired and trained to apply their knowledge and skills to incorporate new technology in their interactions with library users. Library staff will recruit, train and supervise volunteers to assist with computer training and tutoring.

Strategic Plan and Maintenance. The Manor Branch will work closely with the City's Information Management Systems (IMS) Department and oversight technology committee to ensure that technology at the Library is reviewed regularly, maintained, and upgraded to continually offer state-of-the-art technology. These strategies will greatly reduce down-time and the problems created by antiquated equipment and software, thereby maximizing patron use time. The library staff's ability to provide excellent customer service, library reference services, and smooth internal operations are also impacted by equipment problems or failure.

7(a) Service Needs

The development of technology planning for the Manor Community Branch Library began with the San Leandro Public Library's belief that the community is the central focus of library services. The Library assessed how technology could be utilized to provide superior library services to area residents.

The Technology Plan for Manor Branch is a result of findings from the *Needs Assessment* and *Branch Libraries Master Plan*. In these documents, the following was revealed:

- Only half of the Manor Branch service area survey respondents had access to a computer outside of the Library.
- Almost three-fourths of Manor Branch patrons reported that the current number of computers did not meet their needs.
- Residents see the provision of adequate technology resources as vital to support students as well as the general public's needs.
- Over one-fourth of Manor Branch users were unsatisfied with computer training programs.
- Students responded that they need equipment for word processing, printing papers, and research. Citywide, three-quarters of patrons expressed desire to see improvements in computer technology, seating, and spaces.
- Internet guidance and more computers were among the top priorities for improvements patrons would like to see.
- Adults responded that they saw technology as an extension of library resources for both adults and students.

Provision of these resources at the Manor Branch is important because the cost of computer hardware, software, and internet service is prohibitive to many people within the service area. Even among those people who do have their own equipment, many do not have access to new high-speed computers, internet service, or the educational and research databases maintained by the Library. School computers are not available after hours at schools in the Manor Branch service area.

The collections at the Manor Branch can be supplemented by online resources, such as the databases to which the Library subscribes, as well as electronic resources that may become available in the future. These findings confirm that the future of the Manor Branch will continue to operate through people, facilities, material resources, and information and communication technologies.

The vision:

- Focuses on the citizen as a user who requires advanced information services and products.

- Acknowledges that users are all ages, and that each user will require interpretive and specialized technological information based upon his or her personal needs
- Promotes the use of the Branch Library in a self-help way so that adults and students can effectively use the technology.
- Trains the public and staff in the use of electronic resources and the internet
- Provides equal access to all library technology resources.
- Incorporates a computer center for student learning activities.
- Creates a family literacy center for Community-Based English Tutoring classes.

7(a) 1 General Technology

Goal: To serve as an equal access gateway for the Manor service area.

- The Manor Community Branch Library will be the best place for the neighborhood to access essential information. The Library will provide technological tools that, for financial reasons, remain beyond the reach of many residents. The Library will also provide the guidance and training necessary for many citizens to use today's complex information resources.

Goal: To add value to information for the Manor community.

- A very important function of the Manor Community Branch Library is to help individual patrons and students to sort through the enormous amount of information available and select what is relevant to their needs. Through sound reference service principles, the Manor Branch will offer high-quality online electronic reference and research database resources for all ages and K-12 educational learning resources for school-age children.

Goal: To strengthen the neighborhood as a community.

- A unique opportunity exists for the Manor Community Branch Library to bring the neighborhood together to learn, reflect, interact, explore, and improve their quality of life through available and current telecommunications technology. An information service network through the City and Library's webpages, the internet, and library subscription databases will expand traditional library services – promoting reading and learning opportunities, fostering community interaction, and delivering information for all neighborhood residents and students.

Goal: To provide adequate technology training for staff.

- The San Leandro Public Library recognizes and supports the need for continued training in the area of technology. Internally, library staff use technology to access the City's financial system, to communicate throughout the library system, and to access online information resources, databases, and paid subscription services. Especially important for library staff is the ability to understand and utilize technology in order to

assist patrons with research, online information access, and library-related functions. Continuing staff technology training will be implemented to keep staff abreast of new equipment, hardware, and software, as well as new, updated electronic databases.

Goal: To annually review network infrastructure and plan for changing technology.

- The City of San Leandro is in the process of developing a three-year Information Technology Strategic Plan. This plan, which will be reviewed annually, will include the technology in the public library system for both staff and patrons. The rapidly changing nature of technology requires a commitment to regularly review needs and available new technology in order to maintain state-of-the-art systems.

Goal: Ensure hardware is properly maintained to maximize available use time to the public and library staff.

- Regular maintenance of equipment greatly reduces down-time that interferes with patron use of library technology services. The library staff's ability to provide excellent customer service, library reference services, and smooth internal operations are also impacted by equipment problems or failure. The Manor Branch will work with the City's Information Management Systems (IMS) Department to ensure that on-site technical support, regular maintenance schedules, and computer back-up systems are in place.

Need: The Manor Branch has a shortage of technology, available computers, and adequate data/electrical cabling, which results in long waits for computer use and internet access. In addition, the *Needs Assessment* confirmed a large demand for greater access to technology by users of all San Leandro Branch Libraries.

At the Manor Community Branch Library, providing computer access has been a challenge due to lack of space, poor layout, and inadequate infrastructure. Currently, there are only four computers for public use and two computers for staff use. Due to space limitations, public use computers are adjacent to the entry and circulation path into the existing building. This creates congestion between those using or waiting to use computers and those entering or exiting the building. It detracts from computer users' concentration and privacy. The electrical capacity has not been upgraded since the facility's residential use. Although currently manageable, it is also potentially a safety issue if the building's electrical capacity is stressed beyond its intended use.

Objectives:

- Continue to provide and upgrade the electronic infrastructure needed to allow users access to information on the internet and a wide variety of online resources.
- Increase the availability of computers. The Manor Branch will increase the number of public computers from the current 4 to 26, and the current program computers from 0 to 20 portable laptops for the eLearning Project. As part of the technology improvement efforts, all public computers will be connected to the internet, thus greatly increasing public access and reducing wait for use. In addition, these computers will link to the Library's electronic catalog and subscription databases.

- Provide technology-based resources. The Manor Branch will subscribe to electronic online databases that will augment school curriculum and enhance reference and research sources. The Manor Branch will also provide operating software, educational software, and work productivity applications for the public and student use. The Gale Gold General Reference Center, the Health and Wellness Resource Center, Custom Newspapers Full-Text, Forms-Online, and many more databases will be evaluated and licensed for use.
- Increase technology training for the public. The Manor Branch will teach technology classes in the computer center covering the online library catalog, basic computer skills, introduction to the internet, use of reference databases, and advanced internet search skills.
- Train library staff to utilize technology to make the library more efficient and responsive to patrons. In order to insure that the community has full access and success in using library technology, the staff will be trained to apply their knowledge and skills to incorporate new technology in their interactions with library users. Staff development on technology use will be incorporated as part of continuing education for all library employees, which will improve their efficiency and effectiveness.
- Use the City's three-year Information Technology Strategic Plan to guide technology planning and network infrastructure development. A newly-formed oversight technology committee will ensure proper priority of all new technology installations and projects. This committee will be responsible for carrying out the Strategic Plan elements in order to ensure regular review of technology needs and usage.
- Develop and implement technology maintenance schedule in concert with IMS to minimize equipment failure and technology down-time. This schedule will include on-site technical support, computer hardware and software maintenance, and regular maintenance of other technology equipment to ensure remote maintenance abilities and faster recovery for technology failures.

Implementation:

The City of San Leandro will provide connectivity for the Manor Branch to both the Library's network and the City's network. The Library network will provide internet connectivity, catalog searching, and access to educational and informational software. The City's network will provide staff with access to internal e-mail, the Library Catalog, Microsoft Office Suite, and the City's financial management system. The connectivity will be provided via at least two T-1 lines, one for each network. Once fiber optic line is available, Manor Branch's connectivity will be converted to fiber optics.

There will be six public printers located with the general public access computers. Besides public access computers and printers, the Manor Branch will have two express self-checkout machines located adjacent to the circulation desk. Photocopy service will be provided on-site. Currently, patrons at the Manor Branch must take materials across a busy intersection to the 7-11 Store for photocopy service.

When the Library is closed, the public will have remote access via the internet to find library services and locations and also access the San Leandro Public Library's On-line

Catalog and Electronic Reference Databases. The Library will create and update reference links to information resources world-wide. Patrons will have the capacity to review their own library record, place holds, and renew materials online.

With the provision of technology services at the Manor Community Branch Library, the Library will serve as the primary “community portal” into the information age for the service area’s residents.

In order for the Manor Branch to support the use of technology, staff will be trained on the use of technology both for internal purposes as well as in assisting the public with information technology, reference, and research needs. Such training will be provided as new technology is installed and when it is upgraded. Additional training will be determined by the IMS Department’s review of help desk calls from library staff to determine specific or recurring problems.

Overall management and oversight of the Manor Branch’s technology will be accomplished through the formation of the City’s oversight technology committee. This committee will design and implement a three-year Information Technology Strategic Plan. Examples of strategies in this plan are: scheduling replacement or upgrade hardware and software on a three-year cycle, monitoring internet connectivity and ensuring reliable service, and working in cooperation with San Lorenzo Unified School District to create a stable eLearning network link.

Critical to maintaining high and consistent use levels of technology will be regular maintenance. Manor Branch staff will work with the IMS Department to develop a technology maintenance schedule. This schedule will provide for on-site technical support seven days a week, periodic creation of back-up computer images, remote maintenance, and regular maintenance of all technology equipment.

7(b) Technology for Joint-Use Programming

The vision for library technology at the Manor Community Branch Library is essential to the expanded role of library services and the collaboration with both the San Leandro Unified School District and San Lorenzo Unified School District. It is the vision of the Manor Community Branch Library to play a central role in introducing new technology to the community and offering opportunities for community members and students to expand and update their technology skills.

Goal: Provide enhanced and expanded resources to students through technology resources.

7(b) 1 Technology Use in Computer Center and Family Literacy Center

Need: As described in Section 5c, the Manor Branch will work with local school districts to provide a computer center and a family literacy center. The computer center will offer general computer training and use, with links to the eLearning Project for students. The family literacy center will be coordinated with the local CBET program and the Library’s literacy programs.

Objectives:

- To collaborate with San Lorenzo Unified School District to support the District's eLearning Project. The computer center will have a compatible electronic network and wireless connection to the San Lorenzo Unified School District's eLearning Project. The Library will provide 20 laptop computers for student use in the eLearning Project.
- To collaborate with San Leandro Unified School District and San Lorenzo Unified School District to support the CBET program. As part of this learning program, computer skills will be taught.

Implementation:

In cooperation with the San Lorenzo Unified School District, the Manor Branch will install a wireless network to connect to the school district's network. All wireless laptops, whether provided by the school district or the branch library, will connect to a Cisco wireless access point cabled through an internal network to a Cisco switch. This wireless environment can be created at Manor Branch with the installation of wireless access points, switches, and a wireless bridge to link to the closest school connected to the school district network. As part of this wireless system, antennas and junction boxes will need to be installed at both the local school and library locations. The library will purchase twenty wireless laptops for student use inside the Manor Branch.

Technology use in the family literacy center will include "soft skills" instruction, such as computer instruction, basic computer skills, use of the library's on-line catalog, introduction to the internet, and use of reference databases. The Project Literacy Coordinator and/or Main Library Technology Librarian will work with CBET instructors and library staff to recruit, train, and supervise staff and volunteers to assist with this computer training and tutoring. The Manor Branch will provide 6 computer stations as part of the family literacy center, which will allow parent/student computer literacy instruction.

7(b) 2 Technology Plan

The technology plan for the Manor Community Branch Library is summarized in the chart below. The plan will be expanded and supplemented as the project design moves forward:

| Technology Plan for Manor Community Branch Library | | | | | | | |
|--|--|---------------------------|--------------|--------------|----------------|------------------|---------------------|
| | <i>Space</i> | <i>Equipment Type</i> | <i>Table</i> | <i>Units</i> | <i>SF/Seat</i> | <i>SF Needed</i> | <i>Comments</i> |
| General Access Computers | | | | | | | |
| 3.1 | Customer Assistance Desk | stand-up computer | 2 | 2 | 16 | 32 | |
| 3.3 | Public Computers | sitdown computer wkstn | 6 | 6 | 35 | 210 | |
| 3.4 | Adult Circulating Books | stand-up computer | 2 | 2 | 16 | 32 | |
| 3.9 | Technology Training | sitdown computer wkstn | 4 | 4 | 35 | 140 | |
| 4.1 | Computers for Children | sitdown computer wkstn | 6 | 6 | 35 | 210 | |
| | <i>General Computers subtotal</i> | | 20 | 20 | | 624 | |
| Program Room Computers and Equipment | | | | | | | |
| 3.15 | E-Learning Laptops | laptops used at tables | 4 | 20 | 35 | 700 | |
| | Literacy Computers | built-in seating | 6 | 6 | 15 | 90 | |
| 5.1 | Podium | w/ microphone | n/a | 1 | 0 | 0 | |
| 5.1 | Screen | roll-down screen | n/a | 1 | 0 | 0 | |
| 5.1 | LCD Projector | ceiling-mounted | n/a | 1 | 0 | 0 | |
| 5.2 | A/V equipment for projector and microphone | | n/a | 1 | 10 | 10 | |
| | <i>Program Room subtotal</i> | | 10 | 26 | 50 | 790 | |
| Printers | | | | | | | |
| 3.3 | Public Computers | networked printers | 3 | 3 | 12 | 36 | |
| 4.1 | Computers for Children | networked printers | 3 | 3 | 12 | 36 | |
| | <i>Printers subtotal:</i> | | 6 | 6 | 12 | 72 | |
| Supplemental Equipment | | | | | | | |
| 2.1 | Express Checkout | express checkout station | 2 | 2 | 45 | 90 | |
| 3.9 | Copy Machine | copy machine | 1 | 1 | 15 | 15 | |
| 6.3 | Telecommunications Room | Server and supplemental e | 1 | 1 | 16 | 16 | |
| | <i>Misc. machine subtotal:</i> | | 3 | 3 | | 105 | |
| Staff Equipment | | | | | | | |
| 2.1 | Staff check-out machines | internal network compt. | n/a | 2 | 60 | 120 | incl. in circ. desk |
| 2.1 | Printer | staff network printer | n/a | 1 | n/a | n/a | incl. in circ. desk |
| 3.1 | Staff Info Desk | internal network compt. | 1 | 1 | 60 | 60 | |
| 3.1 | Printer | staff network printer | n/a | 1 | n/a | n/a | incl. in workspace |
| 6.1 | Staff Workstations | sitdown computer wkstn | 1 | 1 | 77 | 77 | |
| 6.1 | Staff Workstations | sitdown computer wkstn | 2 | 2 | 59 | 118 | |
| 6.1 | Printer | staff network printer | n/a | 1 | n/a | n/a | incl. in workspace |
| 6.1 | Staff check-in station | internal network compt. | 1 | 1 | 50 | 50 | |
| | <i>Staff Subtotal:</i> | | 5 | 10 | | 425 | |
| | Total Public Computers: | | | 20 | | | |
| | Total Program Computers: | | | 26 | | | |
| Total Dedicated Public Computer Area: | | | | | | 624 | |